
Parallels H-Sphere 3.6.3 Windows Server Installation Guide

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Preface

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Typographical Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information	Example
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Go to the System tab.
	Titles of chapters, sections, and subsections.	Read the Basic Administration chapter.
<i>Italics</i>	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	The system supports the so called <i>wildcard character</i> search.
Monospace	The names of commands, files, directories, and domain names.	The license file is located in the <code>http://docs/common/licenses</code> directory.

Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	# <code>ls -al /files</code> total 14470
Preformatted Bold	What you type, contrasted with on-screen computer output.	# <code>cd /root/rpms/php</code>
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using the online form at <http://www.parallels.com/en/support/usersdoc/>. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

Preparing Windows Server

This chapter gives you information on how to prepare Windows 2003, Windows 2008 x64, and Windows R2 x64 servers for installation of Parallels H-Sphere components and what you should consider before proceeding to the installation.

Notes:

- Parallels H-Sphere Winbox 3.4 and later are not compatible with Parallels H-Sphere 3.3 and earlier. Update your Parallels H-Sphere to the respective 3.4+ version first.
 - We don't install Parallels H-Sphere on live servers.
 - On Windows, the users group by default has the read/write permissions on all disks. Upon Parallels H-Sphere installation, the users group is stripped of the read/write permissions on the system directory and other directories that may affect hosting. No other permissions are modified. If needed, change them by yourself.
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Hardware and partitioning requirements

For better functioning, we recommend having not less than 512 MB RAM. It is recommended to break your HDD into two partitions:

- C:\ for system files and program files - at least 5 GB.
- D:\ for users' content - the rest of the HDD.

Important: The partition containing users' content must be NTFS-formatted to support disk space quotas.

Software requirements

Before installing Parallels H-Sphere to Windows platform, make sure your system complies with the following software requirements:

1. 64-bit only version of Windows 2008 Server and Windows 2008 R2 or 32-bit only version of Windows 2003 Server with the following limitations:
 - Server must not be PDC (Primary Domain Controller), i.e Parallels H-Sphere cannot be installed on Windows 2003/2008 SBS because it works only as PDC.
 - Server must not be in Active Directory mode.
2. Windows must be up-to-date, all recommended updates must be installed.
3. IIS6/IIS7 (Internet Information Server) must be set up for WWW and FTP services.
4. On Windows 2008, ASP.NET 1.1 must be installed (for installation instructions on Windows 2008 refer to the article at <http://blogs.iis.net/bills/archive/2008/06/02/installing-asp-net-1-1-with-iis7-on-vista-and-windows-2008.aspx>).
5. (Optional) ASP.NET 4.0 (for installation instructions refer to the article at <http://msdn.microsoft.com/en-us/library/5a4x27ek.aspx>).
6. The following ports must be open:
 - 20, 21 (FTP)
 - 80 (HTTP)

- 443 (HTTPS)
- 873 (Rsync)
- 10125 (SOAP)

Parallels H-Sphere includes support for Parallels H-Sphere Windows Services. When creating a new account on winbox, Windows service method is run with SOAP (Simple Object Access Protocol). It is a protocol of data communication between the control panel and Windows server. To enable support for Win services in Parallels H-Sphere, go to `hsphere.properties` file and set:

```
SOAP_SUPPORT = true
```

Also, make port 10125 available on Windows server. This port is used to connect to Windows services by default. It can be set in the `hsphere.properties` file:

```
SOAP_PORT = 10125
```

7. These are the default ports for *SQL servers to be open if your customers connect to them via ODBC:
 - 3306 (MySQL)
 - 5432 (PostgreSQL)
 - 1433 (MS SQL)

Note: If *SQL server is put on any port other than the default, don't forget to open it. To access Windows boxes via pcAnywhere or Terminal Service, the ports 5631 and 3389 correspondingly must be open.

8. On Windows 2003, MDAC 2.8 or later must be installed.
9. On Windows 2003 R2, the "File Server Resource Manager" component must be installed.
10. On Windows 2008, the following fix for IIS7 must be installed for WebShell to work: <http://support.microsoft.com/kb/960267>.

The following third-party commercial products are purchased separately and must be installed prior to Parallels H-Sphere:

- MS SQL server
- ColdFusion
- Miva

ASP.NET 4.0 installation

We recommend installing ASP.NET 4.0 before the H-Sphere. However, it is also possible to install ASP.NET 4.0 later. In this case, the following steps are needed to make it work properly:

1. In `machine.config` files residing in `%windir%\Microsoft.NET\Framework\v4.0.30319\Config` and `%windir%\Microsoft.NET\Framework64\v4.0.30319\Config` the following changes should be made:
 - Attribute `allowDefinition="MachineOnly"` should be added to the `<section name="identity"/>` tag.
 - `<identity impersonate="true" />` tag should be added to the `<system.web>` section.
2. Ensure that ASP.NET 4.0 ISAPI modules are added to the IIS and are allowed.

Peculiarities of Parallels H-Sphere's work on Windows 2008 x64 and Windows 2008 R2 x64

Please consider the following when you intend to install Parallels H-Sphere on Windows 2008 x64 and Windows 2008 R2 x64 servers:

1. The following third-party products are not supported:
 - SharePoint
 - OsCommerce
 - EasyAppSvc
 - ColdFusion
2. Miva does not support Windows 2008 and hence is not available.
3. SSL certificate is not correctly set when switching from shared to dedicated IP address.
Workaround: manually switch SSL off and on from the control panel.
4. 64-bit application pools do not work properly if FTP Service is stopped.
Workaround: start Windows FTP Service.
5. Signup UI allows entering password that does not meet default Windows 2008 password policy.
Workaround: disable password complexity requirements policy: go to **Local Security Policy -> Accounts Policies -> Password Policy** and set **Password must meet complexity requirements** to **Disabled**.
6. PHP 5.5 is built with VC11 (Visual Studio 2012 compiler) and includes improvements in performance and stability. For the VC11 builds, the Visual C++ Redistributable for Visual Studio 2012 x64 <http://www.microsoft.com/en-us/download/details.aspx?id=30679> has to be installed.
1. PHP 5.4 is built with VC9 (Visual Studio 2008 compiler) and includes improvements in performance and stability. For the VC9 builds, the Visual C++ Redistributable for Visual Studio 2008 SP1 x86 <http://www.microsoft.com/en-us/download/details.aspx?id=5582> has to be installed.

Peculiarities of Parallels H-Sphere work on Windows 2003

Please consider the following when you intend to install Parallels H-Sphere on Windows 2003 servers:

1. Parallels H-Sphere works with IIS 6 compatible mode.
2. In Parallels H-Sphere shared SSL scheme works with IIS 6.0.
3. CDONTS object library does not work on Windows 2003. We recommend using CDO instead of CDONTS on all Windows servers, since it is newer and more flexible.

4. PHP 5.4 is built with VC9 (Visual Studio 2008 compiler) and includes improvements in performance and stability. For the VC9 builds, the Visual C++ Redistributable for Visual Studio 2008 SP1 x86 <http://www.microsoft.com/en-us/download/details.aspx?id=5582> has to be installed.

Installing Parallels H-Sphere Winbox

To install Parallels H-Sphere Winbox, please perform the steps provided below in this chapter.

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Step 1. Adding Physical Server

➤ ***To add a Windows physical server:***

1. In the Control Panel, go to **E. Manager > Servers > Add P.Server** and fill in the form:
 - a Enter the name of the physical server, its IP and associated net mask.
 - b Specify the name of administrative account (usually, *hsadmin*) and its password, so that CP is able to connect to the Windows box.
 - c Submit the form
2. Add physical server groups according to the hosting type: Windows Web hosting, MS SQL hosting, or both. To add a group:
3. Go to **E.Manager -> Servers -> Server Groups**.
4. At the bottom of the page that appears, enter the name of the server group and select its type.
 - a Click **Add**.
5. Go to **E.Manager-> Servers -> P.Servers**.
6. Click the name of the physical server.
 - a In the **Add Group** field, select a server group and click **Add**.
7. Assign physical server profile: your Windows server will be installed and updated according to the rules specified in this profile:
 - a Go to **E.Manager > Update > Physical server profiles**
 - b Choose the box and click the **Add** button
 - c Name and configure your profile in the form that appears
 - d Click **Save** to apply. Profile will appear in the list of existing profiles.
 - e Click the **Assign Profiles to Physical Servers** link and apply.

Note: you can find more info on Physical Server Groups and Profiles in Parallels H-Sphere Sysadmin Guide

Step 2. Adding Logical Server

➤ ***To add a logical server:***

1. In your administrator control panel go to **E.Manager > Servers > Add L.Server**.
2. On the page that appears, enter the properties of the logical server.
3. Click Submit to create a logical server. You will proceed to the page where you can configure other parameters for this logical server:
 - a Enable user signup on this server.
 - b Automatically generate custom DNS records by clicking Generate in front of Generate custom DNS records for Windows logical server.
 - c Add IP range available for hosting on this server.
 - d Configure additional options specific to Windows logical server type.
4. Add DNS records for this logical server in **E.Manager > DNS Manager** menu. Make sure you created a custom A record for this logical server.

Step 3. Adding New Windows Server to NAT Configured Cluster

If you are adding new Windows server to a NAT configured Parallels H-Sphere cluster, you must add this server's IPs to the `~cpanel/shiva/psoft_config/ips-map.xml` file.

Step 4. Installing Parallels H-Sphere MSI Package

➤ ***To install Parallels H-Sphere for Windows:***

1. Download Parallels H-Sphere Windows HsCore and HsInstaller MSI packages for your OS:
 - Windows 2003:
 1. http://download.hsphere.parallels.com/shiv/HS/releases/U36.0/U36.0/HsCore_x86.msi
 2. http://download.hsphere.parallels.com/shiv/HS/releases/U36.0/U36.0/HsInstaller_x86.msi
 - Windows 2008 x64 and Windows 2008 R2 x64:
 1. http://download.hsphere.parallels.com/shiv/HS/releases/U36.0/U36.0/HsCore_x64.msi
 2. http://download.hsphere.parallels.com/shiv/HS/releases/U36.0/U36.0/HsInstaller_x64.msi
2. Run the HsCore installer and follow its instructions.

Note: On this step you can choose the Parallels H-Sphere folder. By default, it is `C:\Program Files\HSphere`. After the installation you won't be able to change the Parallels H-Sphere location.

3. Run the HsInstaller installer and follow its instructions.
4. In administrator control panel, go to **E.Manager -> Update -> Update Boxes**. Check your Winbox server and click **Start Update** to run Parallels H-Sphere Update Wizard to complete the installation. This will automatically install all other required packages to your Winbox.

Important:

Parallels H-Sphere Winbox resources are installed by means of respective MSI packages.

Some third-party Parallels H-Sphere services (like Miva or ColdFusion) won't be installed to the Windows server if the original software is absent on the box. First, install the third-party software, and then run the Update Wizard on this box again to install respective Parallels H-Sphere MSI packages (HSMiva, HSColdFusion, etc).

Uninstalling Parallels H-Sphere Winbox

Parallels H-Sphere Windows software can be uninstalled from a Windows server only manually.

➤ ***To uninstall Parallels H-Sphere for Windows:***

1. Stop HSphere and HsQuotas services. You can do it either by using Services snap-in, or by issuing the following command in the prompt:

```
net stop HSphere & net stop HsQuotas
```

2. Uninstall H-Sphere packages in the following order:

1. Cleanup
2. Statistics
3. AWStats
4. Perl
5. EasyAppSvc
6. WebShell
7. SiteBuilder
8. PHPbb
9. OsCommerce
10. PHP
11. Webalizer
12. Urchin
13. Sharepoint
14. Miva
15. IpMigrator
16. AspNetSQLEMan
17. ColdFusion
18. RSync
19. Web Hosting
20. General Hosting
21. MS SQL
22. Installer
23. Core

3. Go to the IIS interface (**Programs -> Administrative Tools -> Computer management -> Internet Information Services**) and perform one of the following two actions:
 - If Parallels H-Sphere was set up on the default website, remove the CFG, Urchin, Webshell and MS SQL virtual directories;
 - If Parallels H-Sphere was set up on a separate website, remove the website.

4. In the IIS interface, re-map default FTP root to the IIS directory (usually `c:\inetpub\ftproot`):
 - a. Go to **FTP Sites**, right-click the **Default FTP Site** > **Properties**.
 - b. On the page that appears click **Properties**, then browse for folder and choose **ftproot**.
5. Re-map default web root to the IIS directory (usually `c:\inetpub\wwwroot`):
 - a. Go to **Web Sites**, right-click the **Default Web Site** > **Properties**.
 - b. On the page that appears, click **Properties**, then browse for folder and choose **wwwroot**.
6. Stop IIS service by running in the command line:
`iisreset/stop`
7. Remove the Parallels H-Sphere directories from their location: usually `C:\hshome` and `C:\hslogfiles`.
8. Restart IIS service by running in the command line:
`iisreset`